

Internal Quality Assurance Cell at FOSTIIMA Business School

About IQAC

The Internal Quality Assurance Cell (IQAC) at FOSTIIMA was constituted under the chairmanship of the Director of the institute, develops a realistic benchmark for all academic and administrative activities of the institution. It is a central quality-monitoring body for the institute. The key activities of IQAC revolves around developing the parameters for measuring the quality of various processes within the institute, monitoring their effectiveness, and finding ways to improve them. IQAC helps FOSTIIMA to align with our objective to equip our students with comprehensive professional skills and our efforts to continuously improve and excel in all aspects of the organization.

Objectives of the IQAC

While the overall goal of IQAC is to establish a system of continuous improvement in learning, research and other activities of the institution, The specific objectives of

- To develop a quality system for conscious, consistent, and catalytic programmed action to improve the academic and administrative performance of the University.
- Ensure internalization of quality culture
- Ensure enhancement and integration among the various activities of the institution and institutionalize good practices
- Assess stakeholder satisfaction through regular feedback of students, parents, alumni and employers and take necessary actions required in areas of improvement.
- To assist in the preparation for accreditation processes and ensure compliance with the standards set by government bodies.

Functions of IQAC

- Development and application of quality benchmarks/parameters for various academic and administrative activities of the institution
- Facilitating the creation of a learner-centric environment conducive to quality education and faculty maturation to adopt the required knowledge and technology for participatory teaching and learning process
- Arrangement for feedback response from students, parents, and other stakeholders on quality-related institutional processes
- Dissemination of information on various quality parameters of higher education
- Organization of inter and intra-institutional workshops, seminars on quality-related themes, and promotion of quality circles
- Documentation of the various programs/activities leading to quality improvement
- Acting as a nodal agency of the Institution for coordinating quality-related activities, including the adoption and dissemination of best practices

- Development and maintenance of institutional database through MIS to maintain/enhance the institutional quality
- Development of Quality Culture in the institution

Benefits of IQAC

- Ensure clarity and focus in institutional functioning towards quality enhancement.
- Provide a sound basis for decision-making to improve institutional functioning. This allows for finding objective bases for making decisions.
- Build an organized methodology of documentation and internal communication. This helps in removing redundancies and duplication of work.
- Ensure enhancement and coordination among various activities of the institution and institutionalize all good practices.
- Ensure internalization of the quality culture. This helps create awareness among internal stakeholders about the important role they play in improving the quality of process outputs.

Strategies

The various strategies that IQAC adopts to ensure achieving the objectives and outputs include the following:

- Ensuring timely, efficient and progressive performance of academic, administrative and financial tasks. The deviations, if any, are addressed immediately and solutions are sought within a reasonable period of time.
- Relevant and quality academic/ research programs. The aim to improve the quality of research output of the institute.
- Equitable access to and affordability of academic programs for various sections of society.
- Optimization and integration of modern methods of teaching and learning. Efforts are made to identify the latest developments in technology and methods to enhance student learning.
- The credibility of assessment and evaluation process. The evaluation processes are aimed at assessing the student performance at various stages in order to map the progress of students in their academic journey. This helps in identifying if any specific interventions are required for further improvement by individual students.
- Ensuring the adequacy, maintenance and proper allocation of support structure and services.
- Sharing of research findings and networking with other institutions in India and abroad.

Outcomes of IQAC Activities

- Accreditation – NBA

- National Ranking – NIRF

Initial Challenges in Implementing IQAC

Despite its benefits, implementing IQAC presented several challenges, as outlined below:

- Initially institutional inertia and resistance to change hindered the adoption of the quality assurance measures.
- Initial challenges resulted from insufficient awareness and understanding of quality assurance processes among faculty and staff.
- Initially there were challenges in collecting, managing, and utilizing data for effective quality improvement

Solutions to Overcome Challenges

To overcome the initial challenges in implementing IQAC, FOSTIIMA adopted the following steps:

- Regular awareness and training programs were conducted to sensitize internal employees about to the importance of quality assurance and the relevance and contribution of each process towards achieving the quality goals of the institute.
- The management of the institute ensured that adequate resources, including financial and human, were made available to support the IQAC activities.
- Open communication among all stakeholders was encouraged in order to ensure buy in on the efforts of the organization to implement and improve quality management processes.
- Implemented systems for collecting, analyzing and utilizing data that could be effectively used for decision-making.

Structure and Composition of IQAC

The IQAC at FOSTIIMA is structured to include diverse members to ensure comprehensive quality management. The general composition of IQAC is as below:

Chairperson: Director of the Institution

1. An administrative officer
2. Four to five Faculty members
3. One Management representative
4. One Student member
5. One Alumni member
6. One Recruiter member
7. One industrialist member
8. One stakeholder member
9. One Coordinator: A senior faculty member

Conclusion

The IQAC at FOSTIIMA is a cornerstone of the institution's commitment to quality education. By systematically implementing quality assurance measures and fostering a culture of continuous improvement, the IQAC ensures that the institute meets its educational objectives and maintains high standards of excellence. Despite the challenges, the proactive strategies adopted by the IQAC have resulted in significant improvements and enhanced stakeholder satisfaction, solidifying the institute's position as a leading management education provider.